

# MI Bridges

## News You Can Use

Michigan Department of Health and Human Services

December 2017



### Upcoming LPOC Webinar

The next Lead-Point-Of-Contact Webinar is **Tuesday, January 9, 2018** from **12:30p - 2:00p**. Register [here!](#)



### Past Bulletins

Visit the [MI Bridges Community Partner website](#) to view copies of past MI Bridges monthly bulletins.



### Questions?

Please contact us with any questions:  
[MDHHSCommunityPartners@michigan.gov](mailto:MDHHSCommunityPartners@michigan.gov)

## MI Bridges Pilot Continues to Learn Valuable Information

While many partners are preparing for the launch of MI Bridges in 2018, some partners in Muskegon County have been piloting new features of MI Bridges since September 2017. These partners have worked with clients in the Muskegon area to create accounts, search for and connect to local resources, and view client benefits & letters sent from MDHHS. Pilot partners have been meeting monthly with MDHHS to provide feedback and suggestions for improvements, many of which will be available when MI Bridges launches in early 2018. Some highlights of pilot include:

- Approximately 200 clients have created a new MI Bridges account.
- Over 200 clients have completed Help Me Find Resources and viewed their benefits.
- Over 680 Needs have been recommended to clients.



**Thank You to all the MI Bridges Pilot Partners for their Hard Work!**

# MI Bridges Launch Updates

The new MI Bridges has been operating in a pilot phase in Muskegon County since mid-September. With help from Pilot Partners, MDHHS has been testing and improving some of the newest features of MI Bridges before it is used statewide. That pilot in Muskegon will be wrapping up in January as MDHHS prepares to launch the new MI Bridges in phases across the state in early 2018! *Note: The dates below are subject to change and MDHHS will share any updates that occur as we get closer to launch.*

## **Phase 1: February 12, 2018 – March 11, 2018:**

The new MI Bridges will launch at a limited number of counties (both the local MDHHS office and community partners in 4-5 counties) and will be focused on confirming the new system is stable and performing well before statewide rollout occurs. MDHHS will share information about the counties where the soft launch will occur in early January.



## **Phase 2: March 12, 2018:**

The new MI Bridges launch will make the system available to community partners statewide. MDHHS will also begin a two week regional launch of the new MI Bridges in local MDHHS offices. MDHHS offices in West and Southwest Michigan ([Regions 4 & 8](#)) will begin using the new MI Bridges first, followed by Northern Michigan and the Upper Peninsula ([Regions 1, 2 & 3](#)), East and Central Michigan ([Regions 5, 6 & 7](#)) and Southeast Michigan ([Regions 9 & 10](#)).

Throughout phase one and two, while the new MI Bridges will be available to clients and community partners, the old MI Bridges will continue to be accessible to clients who need to finish applications or changes before transitioning to the new MI Bridges.

## **Phase 3: Late April / Early May 2018:**

Only the new MI Bridges will be used by clients and community partners, and the old MI Bridges will be removed from public access. MDHHS will start to promote the new MI Bridges beyond current MDHHS customers.

# MI Bridges Partner Registration Has Launched

We are excited to announce that registration is officially open to register as a MI Bridges Community partner. Organizations that have expressed interest in partnering with MDHHS as a MI Bridges Community Partner received an email from MDHHS with registration instructions and tips.



## Q. How will I know if I can register my organization in MI Bridges?

A. Look for an email from MDHHS inviting you to begin registration! If you have not received an email inviting you to register by December 12, 2017, please contact [MDHHSCommunityPartners@michigan.gov](mailto:MDHHSCommunityPartners@michigan.gov).

If you are considering becoming a MI Bridges partner, below are helpful steps to prepare for registration:

1. Discuss the expectation and benefits of each partner option with your organization to determine which partner type is the right fit. More details on expectations and benefits for each partner type as well as registration preparation and partner role selection tools can be found [here](#) on the MI Bridges Community Partners Website.
2. Confirm your organization is registered with Michigan 2-1-1 and the information is accurate. It is important that your organization's information is accurate in Michigan 2-1-1 as this is used during the registration process.
3. Identify who in your organization will serve as the **Lead Point-of-Contact (LPOC)**. An agency's LPOC is responsible for registering the organization in MI Bridges and is the first person MDHHS will contact with any questions or information. Each agency should register 1-2 people for a LPOC webinar, which explains how to register your organization in MI Bridges. The next webinar is **Tuesday, January 9, 2018 from 12:30p – 2:00p**. Click [here](#) to register for this webinar training.

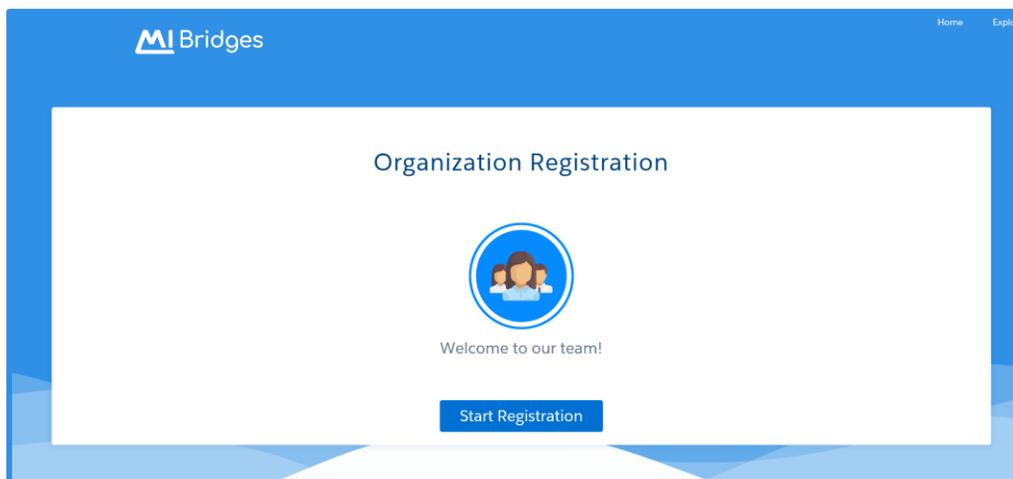


Figure 1: MI Bridges Community Partner Registration. Image is for demonstration only and may change.

# MI Bridges Navigation Partner Training

## Registration Available

The training schedule for MI Bridges Navigation Partners is now available on the [MI Bridges Community Partner website](#). After an LPOC has registered their organization in MI Bridges, staff members from that organization should sign-up for a training session.



Training sessions are available throughout the state starting January 9, 2018. Visit the [MI Bridges Community Partner website](#) to view the full schedule of training dates, times, and locations. See below for the training requirements for each partner type.

Partner Type	Training Requirements
<p><b>Navigation Partner</b></p> 	<p>Navigation Partners will attend a 4-hour classroom training to learn all of the features of how to help clients use MI Bridges. Each Navigation Partner user must complete a Navigation training session before their MI Bridges account will be activated.</p>
<p><b>Referral Partner</b></p> 	<p>Referral Partners will view a 1-hour web-based training to learn how to access and manage referrals sent to their agency. They will also learn how to provide feedback on referrals and refer clients to another agency if needed.</p> <p><i>LPOCs will receive notification when this training launches in January 2018.</i></p>
<p><b>Access Partner</b></p> 	<p>Access Partners will view a 30-minute web-based training to learn how to answer common client questions and find the latest MI Bridges information.</p> <p><i>LPOCs will receive notification when this training launches in January 2018.</i></p>



## **1. Can I share information with my agency on the new MI Bridges?**

Yes! Please start talking to your staff about the new MI Bridges and all the new features that will be available in 2018. You can visit the [MI Bridges Community Partner website](#) to view previous bulletins and learn information you can share.

## **2. If I am a current partner, does my organization need to register again?**

Yes, all partners who will use the new MI Bridges must register. Current partners may find it helpful to explore the benefits of each partner type ([click here](#)), as there is a new partner type (Referral Partner) available in the new MI Bridges.

## **3. Can an organization register for more than one partner type?**

Absolutely! Partners can choose to serve in multiple partner roles! Organizations can choose to serve as a Navigation, Referral, or Access partner, or any combination of the three.

## **4. Does a navigator need to attend new MI Bridges training if they are already assisting clients?**

Yes, all navigators must attend a 4-hour classroom training before their account will be approved in MI Bridges. There are many new features available in MI Bridges in addition to applying for benefits and it is important navigators have the information to assist clients with all of the MI Bridges functionality.

## **5. What actions can my organization take to prepare to use the New MI Bridges?**

There are two important steps partners can take now to prepare to use the new MI Bridges.

1. Register as a MI Bridges Community Partner organization. More information on this process can be found on page 3 of this bulletin and on the [MI Bridges Community Partner website](#).
2. Register for Community Partner Training. More information on this process can be found on page 4 of this bulletin and on the [MI Bridges Community Partner website](#).